The background features a faint, light-colored graphic of a compass rose and a map grid. The compass rose is positioned on the left side, showing cardinal directions (N, S, E, W) and intermediate directions. The map grid consists of irregular, interconnected lines forming a pattern across the entire slide.

# OCS- Pre Conference CSA Coordinators March 2014

Karen Reilly-Jones, LCSW  
Chesterfield/Colonial Heights

# CPMT Reporting



# CSA Coordinator Role?



# Code of Virginia

## Requirement:

- ▶ **Community Policy and Management Team**
  - **Coordinate agency efforts to manage CSA funds**
  - **Ensure access to services**
  
- ▶ **FAPT**
  - **Review and assess referrals**
  - **Develop IFSP**
  - **Recommendations for funding**

# CPMT Responsibilities

- ▶ **Policies and Procedures**
- ▶ **Community strategic planning**
- ▶ **FAPT referrals and reviews**
- ▶ **Quality assurance and accountability**

# CPMT Responsibilities cont.

- ▶ **Manage Pool Funds (locally)**
- ▶ **Authorize and monitor Pool Funds**
- ▶ **Mandatory reporting**
- ▶ **Interagency collaboration**

C  
P  
M  
T



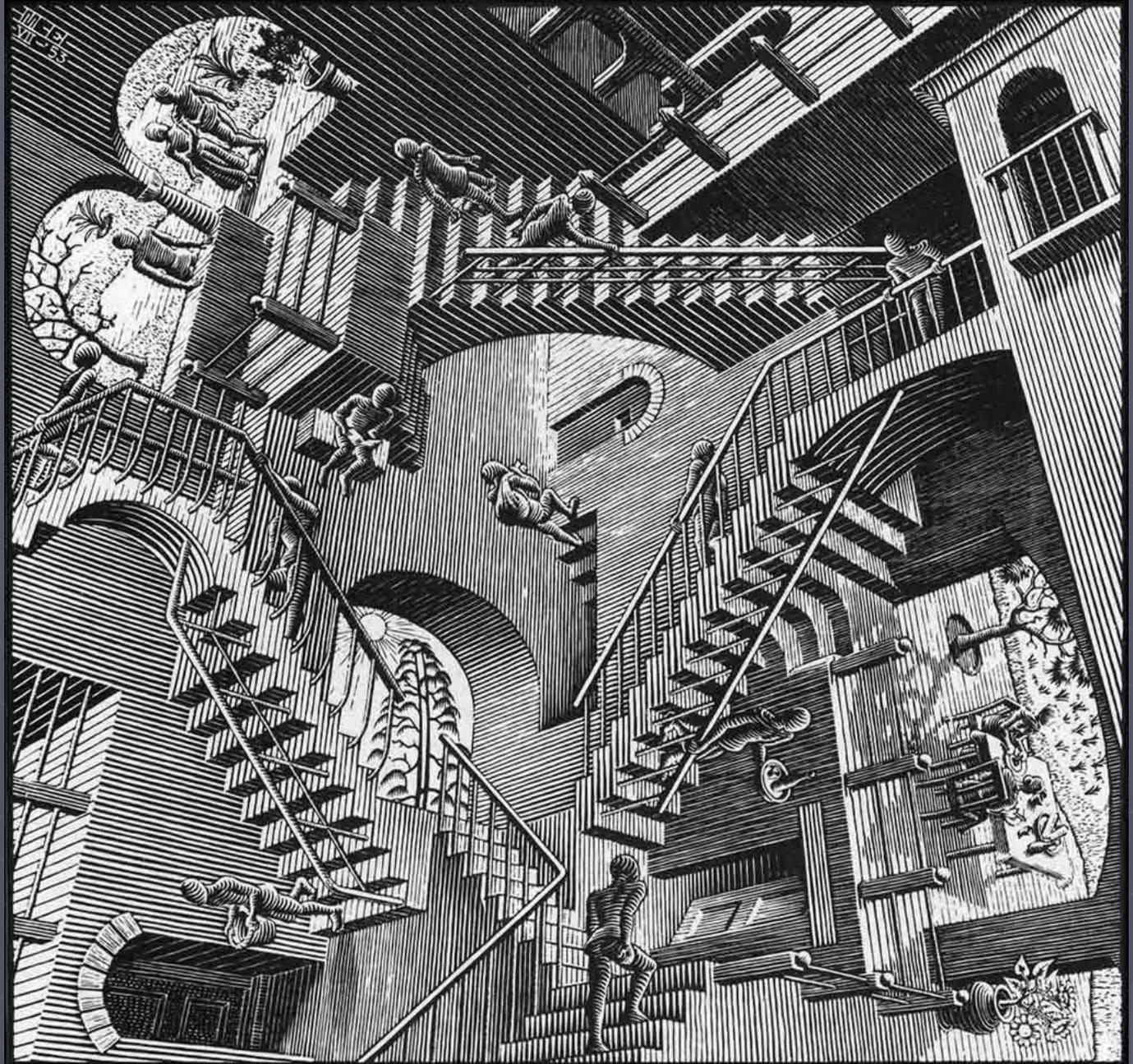
# CSA Coordinator



# Getting folks to join in....



- ▶ Vision/  
Mission
- ▶ Priorities
- ▶ Roles
- ▶ Processes
- ▶ Outcomes



# Report on Priorities & Goals

## ► **What is success?**

- **Reduce RTC**
- **Reduce total expenditures**
- **Increase permanency**
- **Increase family engagement**

▶ **How do we know when we see it?**

▶ **How is it measured?**

▶ **How do we influence outcomes?**

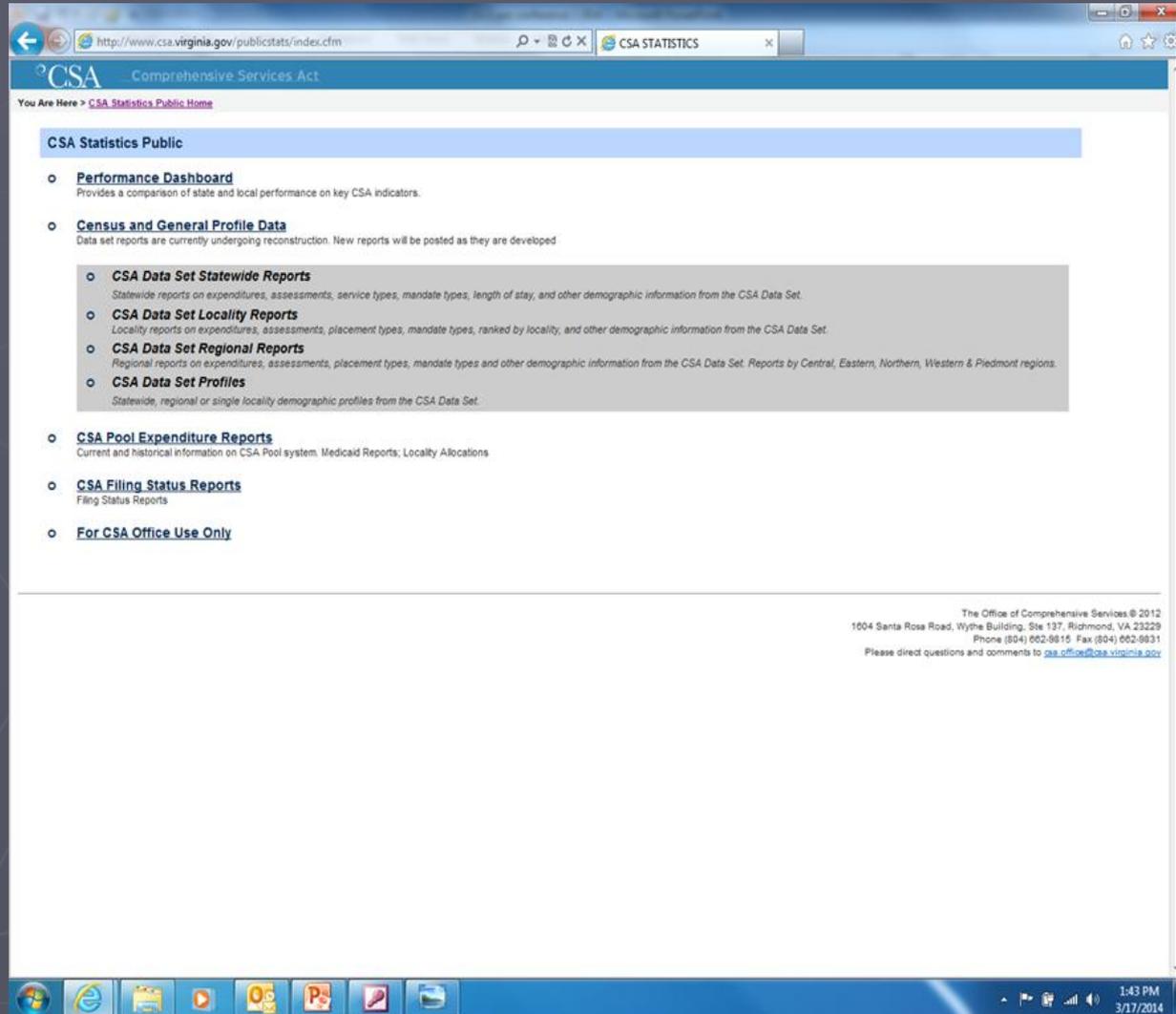
# CSA Story: *Through data*



# Data sources

## ► CSA website

- Expenditures
- Residential care
- ALOS
- Comparative



The screenshot shows a web browser window displaying the CSA Statistics Public website. The browser's address bar shows the URL <http://www.csa.virginia.gov/publicstats/index.cfm>. The website header includes the CSA logo and the text "Comprehensive Services Act". Below the header, the page is titled "CSA Statistics Public" and lists several categories of reports:

- Performance Dashboard**  
Provides a comparison of state and local performance on key CSA indicators.
- Census and General Profile Data**  
Data set reports are currently undergoing reconstruction. New reports will be posted as they are developed.
  - CSA Data Set Statewide Reports**  
Statewide reports on expenditures, assessments, service types, mandate types, length of stay, and other demographic information from the CSA Data Set.
  - CSA Data Set Locality Reports**  
Locality reports on expenditures, assessments, placement types, mandate types, ranked by locality, and other demographic information from the CSA Data Set.
  - CSA Data Set Regional Reports**  
Regional reports on expenditures, assessments, placement types, mandate types and other demographic information from the CSA Data Set. Reports by Central, Eastern, Northern, Western & Piedmont regions.
  - CSA Data Set Profiles**  
Statewide, regional or single locality demographic profiles from the CSA Data Set.
- CSA Pool Expenditure Reports**  
Current and historical information on CSA Pool system. Medicaid Reports; Locality Allocations
- CSA Filing Status Reports**  
Filing Status Reports
- For CSA Office Use Only**

At the bottom right of the page, contact information is provided: "The Office of Comprehensive Services © 2012, 1604 Santa Rosa Road, Wythe Building, Ste 137, Richmond, VA 23229, Phone (804) 662-9815, Fax (804) 662-9831. Please direct questions and comments to [csa\\_office@csa.virginia.gov](mailto:csa_office@csa.virginia.gov)". The Windows taskbar at the bottom shows the time as 1:43 PM on 3/17/2014.

# Local information system

- ▶ **Placement Report**
- ▶ **Residential Status**
- ▶ **Closed Cases**
- ▶ **Funding break down**

# Tips



## OFFICE OF COMPREHENSIVE SERVICES

ADMINISTERING THE COMPREHENSIVE SERVICES ACT FOR AT-RISK YOUTH AND FAMILIES



The Comprehensive Services Act (CSA, §2.2-2648 et seq) was enacted in 1993 to create a collaborative system of services and funding for at-risk youth and families.

The CSA establishes local multidisciplinary teams responsible to work with families to plan services according to each child's unique strengths and to administer the community's CSA and OCS.

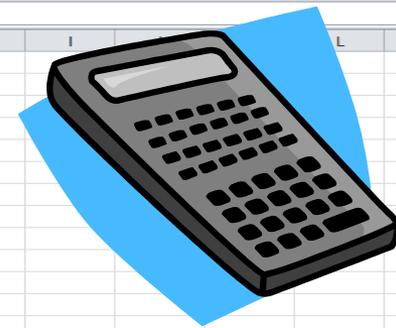
The Office of Comprehensive Services (OCS) is the administrative entity responsible for ensuring the effective and efficient implementation of the CSA across the Commonwealth.

### UTILIZATION OF RESIDENTIAL CARE UNDER THE CSA

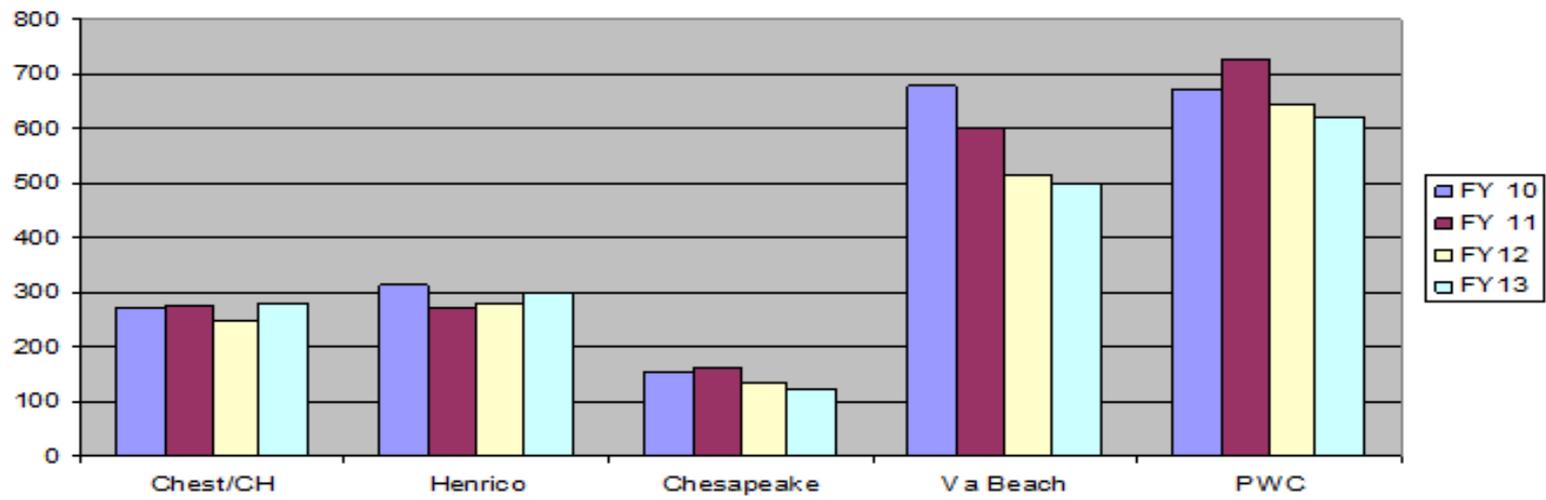
Annual Report to the Governor and General Assembly, December 2013  
In accordance with 2013 Appropriation Act, Chapter 806, Item 283 (B)(2)(d)

Since 2008 several significant strategies have been successful in decreasing the placement of children and youth into residential care. Strategies included implementation of the *Children's Services System Transformation* initiative and implementation of an incentive match rate system designed to encourage serving children and youth in community-based settings.

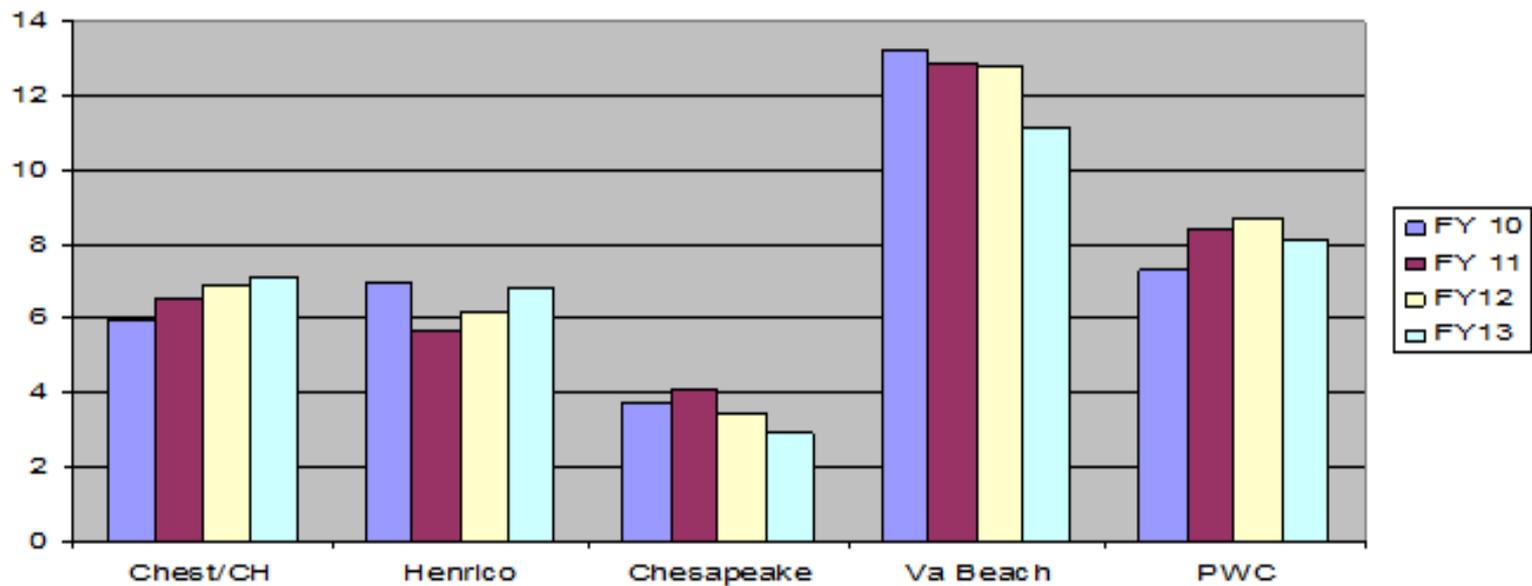
	B	C	D	E	F	G	H	I	L	M
	Chest/ CH	Henrico	Chesapeake	VaBeach	PWC	OCS				
1										
2	# RTC	21	17	15	114	102				
3	ALOS	88	194	106	206	218	201			
4	\$ day	165.09	102.52	121.6	119.3	178.69	113.8			
5	\$ unit	14,583	19,890	12,920	24,527	38,987	22,912			
6										
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### CSA population

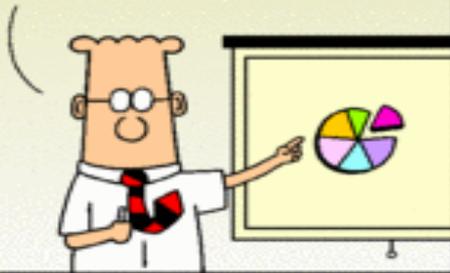


### CSA Total Expenditures



# What Does the Data say?

I DIDN'T HAVE ANYTHING USEFUL TO SAY SO I MADE THIS PIE CHART.



www.dilbert.com scottadams@aol.com

OOOH!

OOOH!

IT MUST BE TRUE BECAUSE IT'S PIE.



3-7-01 ©2009 Scott Adams, Inc./Dist. by UFS, Inc.

THAT WORKED TOO WELL.

I PLEDGE MY LIFE AND MY FORTUNE TO THE PIE!

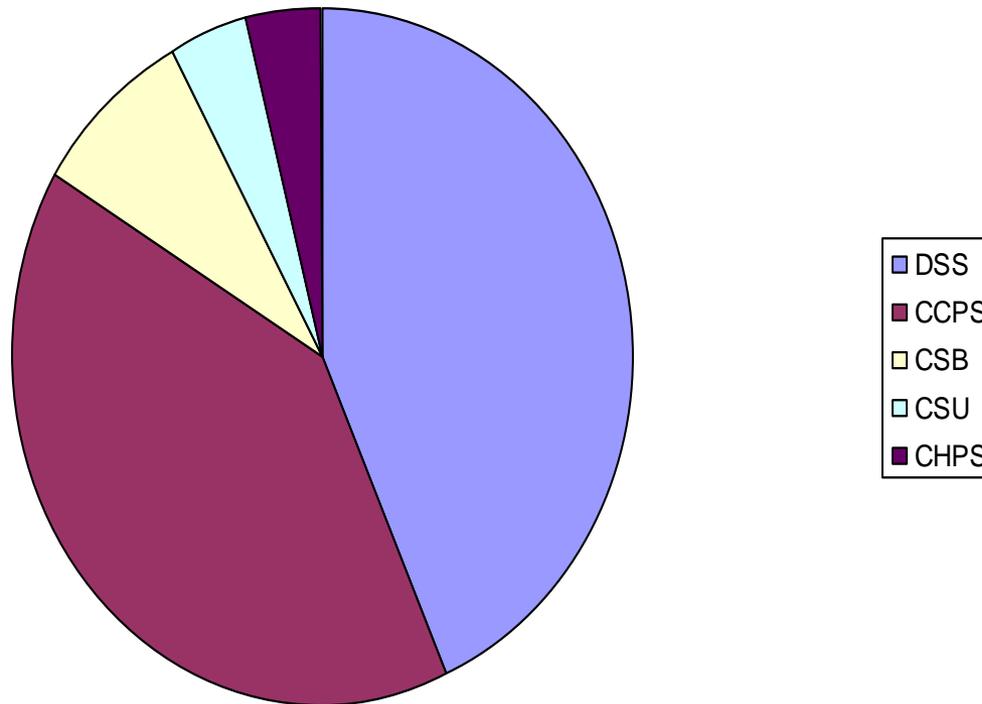


# Chesterfield-Colonial Heights

FY 2013

End of Year CSA Program Analysis

FY13 (281)

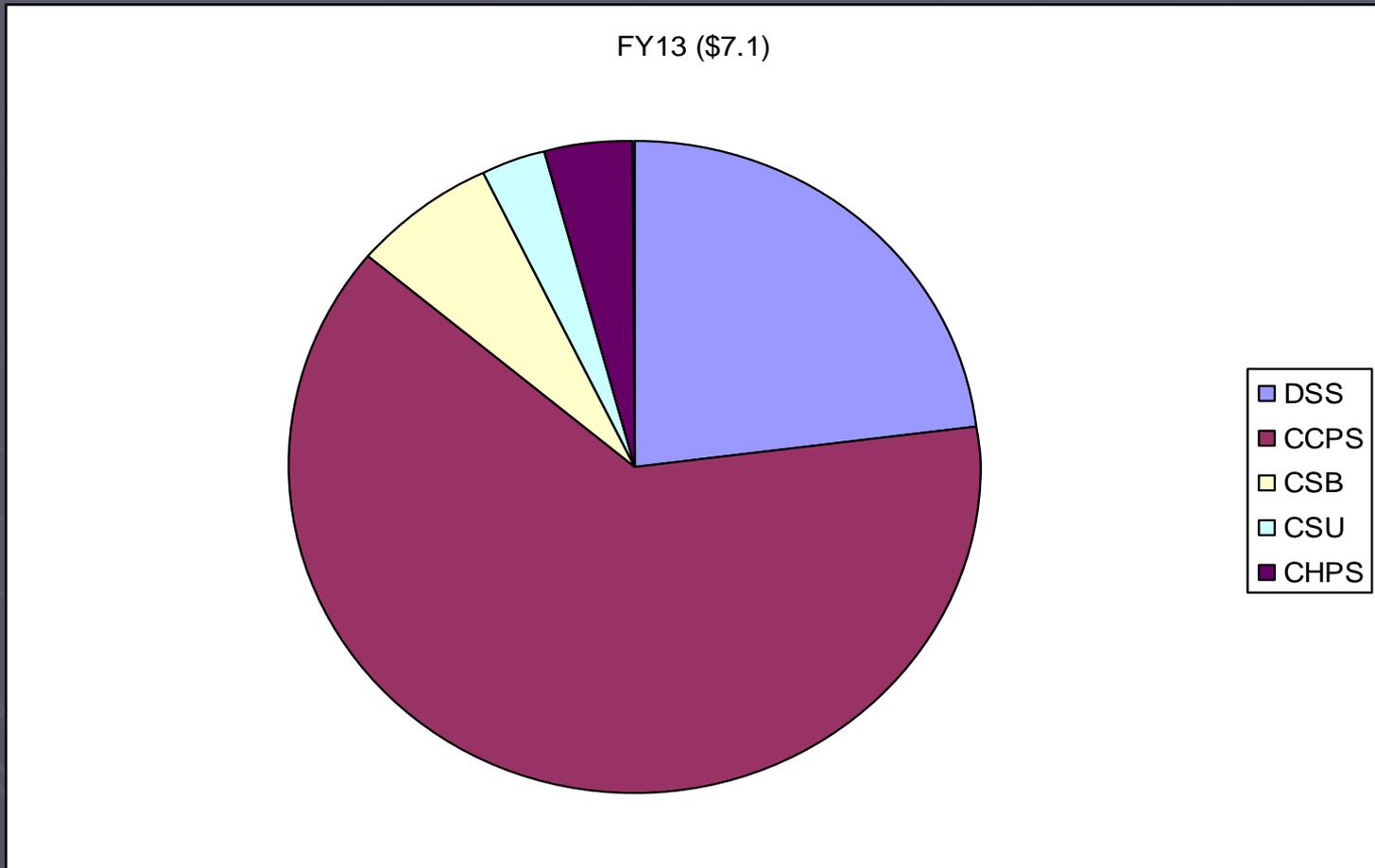


12%

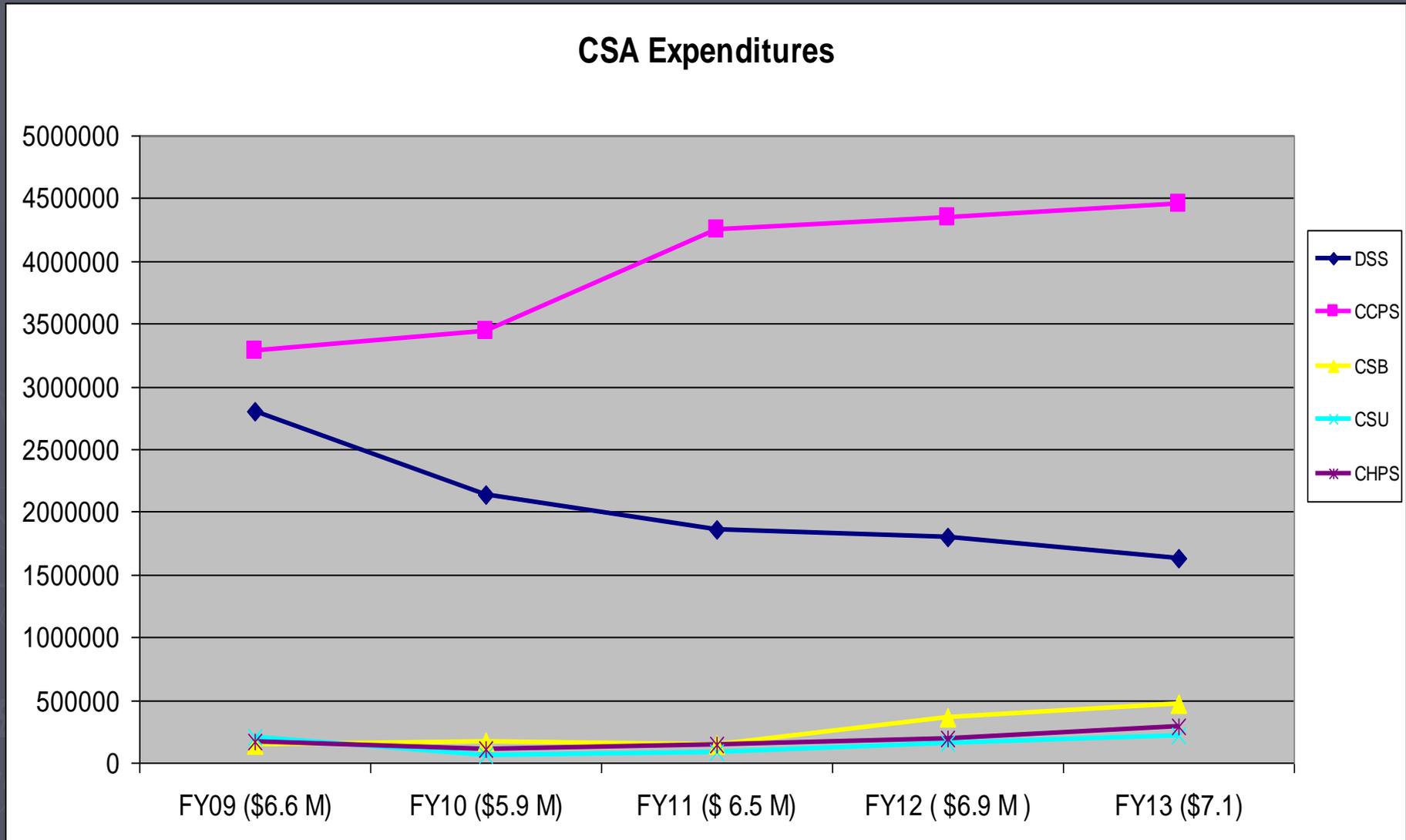
Case load  
increase

FY12 (251)  
to  
FY 13 (281)

# 3% increase in expenditures

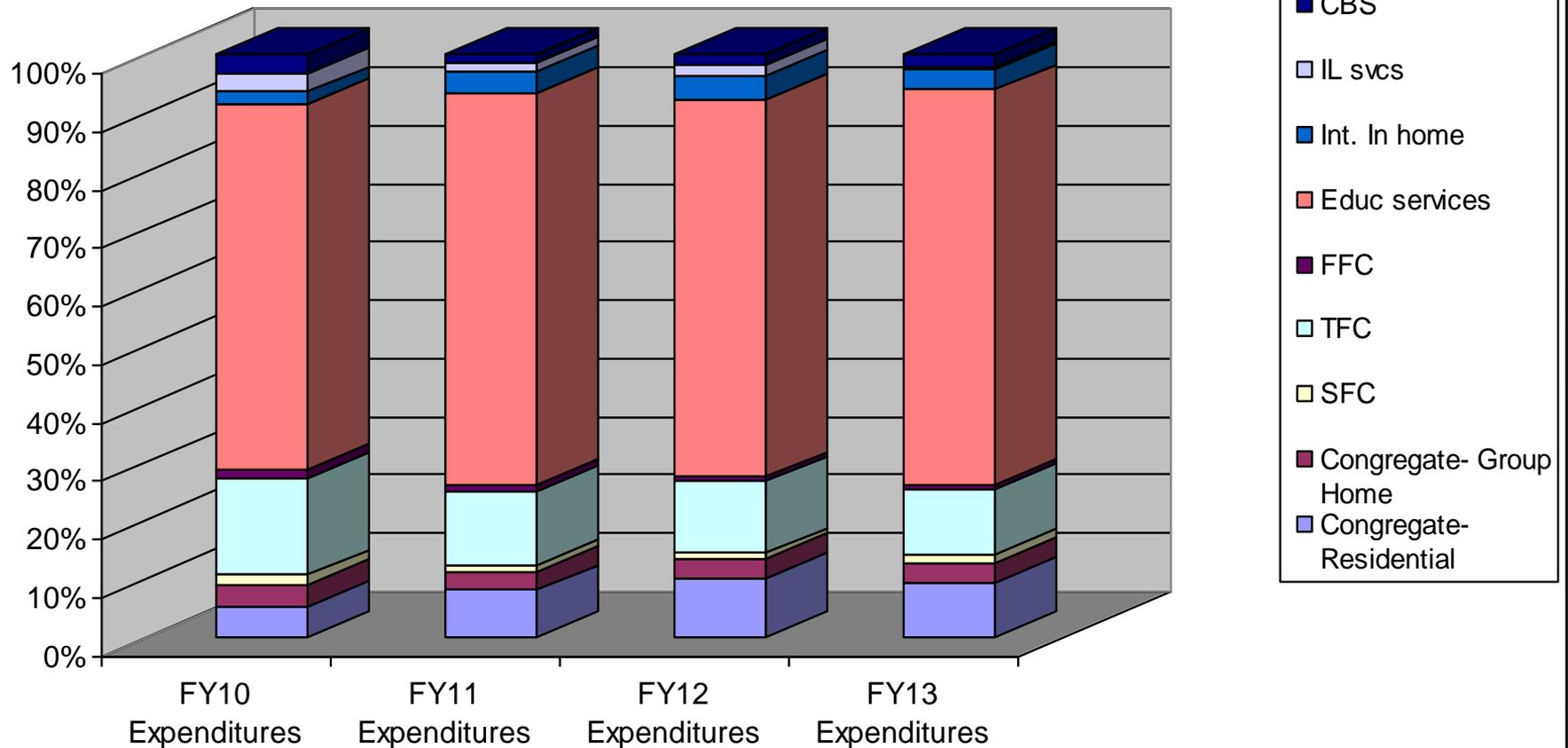


# Increase in Expenditures



# Purchased Services

## Expenditures



# Outputs = Outcomes ?

## ► **Outputs**

- Number of children served
- Demographics
- Referral sources
- Amount of money spent
- Types of services purchased

*"If you don't know where you are going, how are you gonna' know when you get there?"*

Yogi Berra



# Retreats

- CPMT Roles and Responsibilities
- Mission and Vision
- Guiding Principles
- Update local CSA Manual
  - ▶ CSA Coordinator role?
  - ▶ FAPT member's role?
- Understand others' perspectives & priorities

# Strategic Planning/ Set Goals

## ▶ **Organizational change awareness**

- ▶ Visitors/presenters (Best practices/Outcomes)
- ▶ Benchmark data (CSA website)
- ▶ Determine future priorities based on data
- ▶ High Performing Organizational techniques
- ▶ Strengths /Weaknesses/ Opportunities

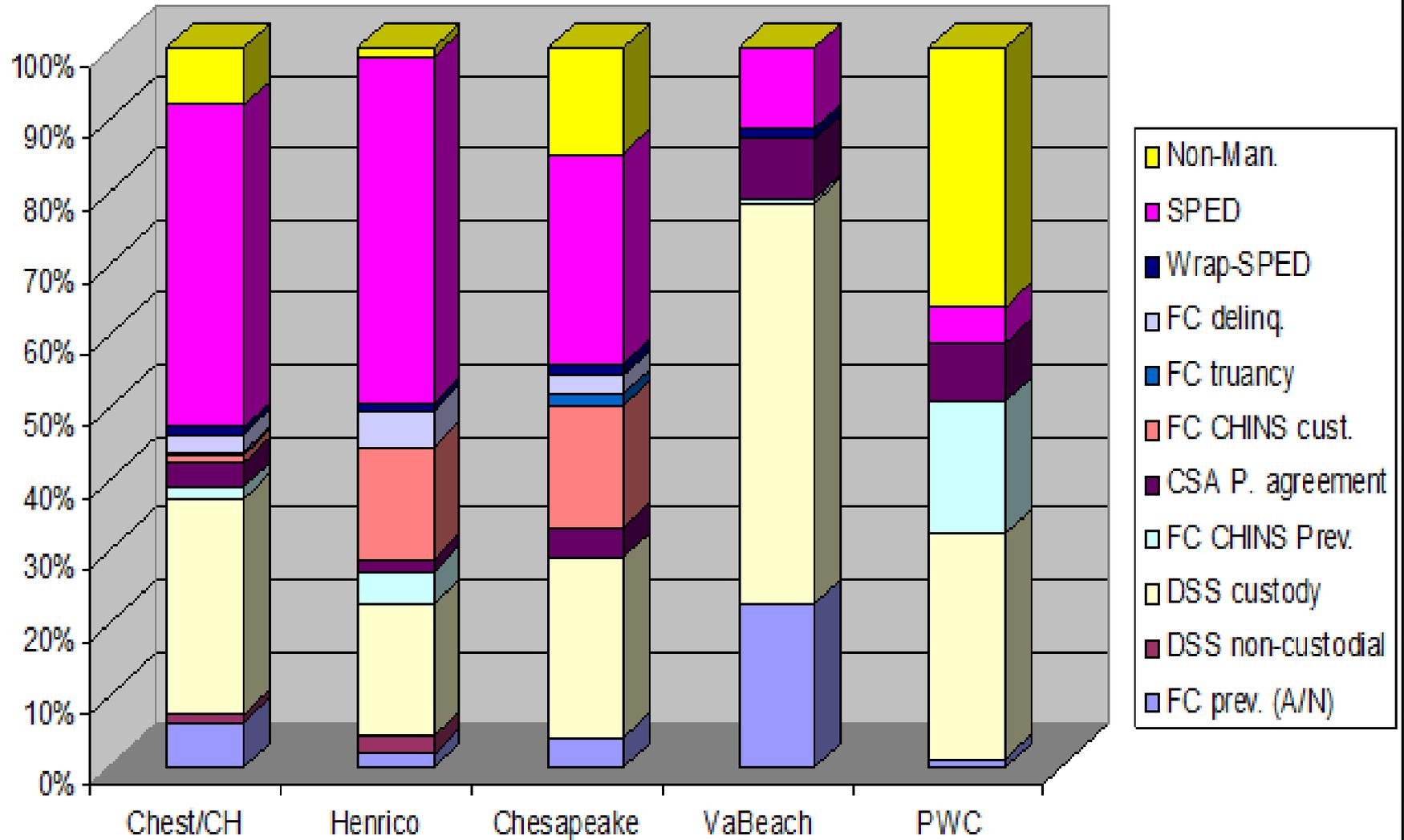
# Quality Improvement

- ▶ **Decisions by Data: Examine and analyze**
- ▶ **Benchmark with localities: Similarities & differences**
- ▶ **Industry Standards, trends, policy impacts, etc.**
- ▶ **Customer satisfaction feedback**
- ▶ **Ongoing evaluation efforts**

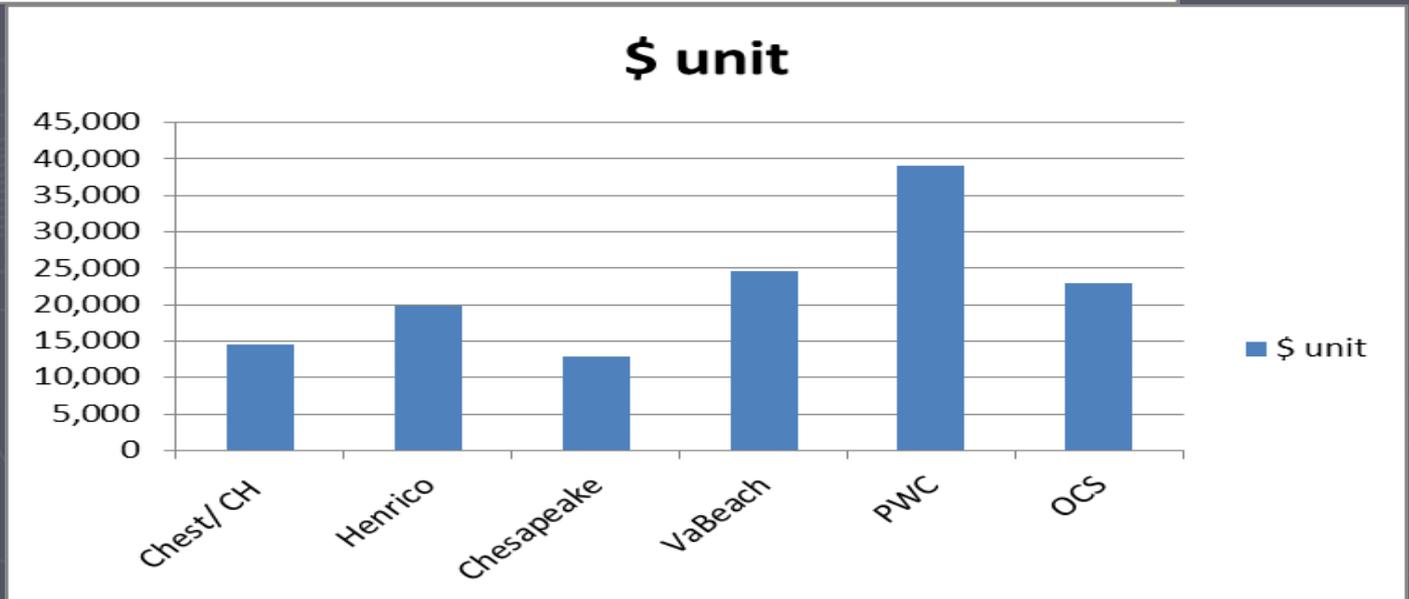
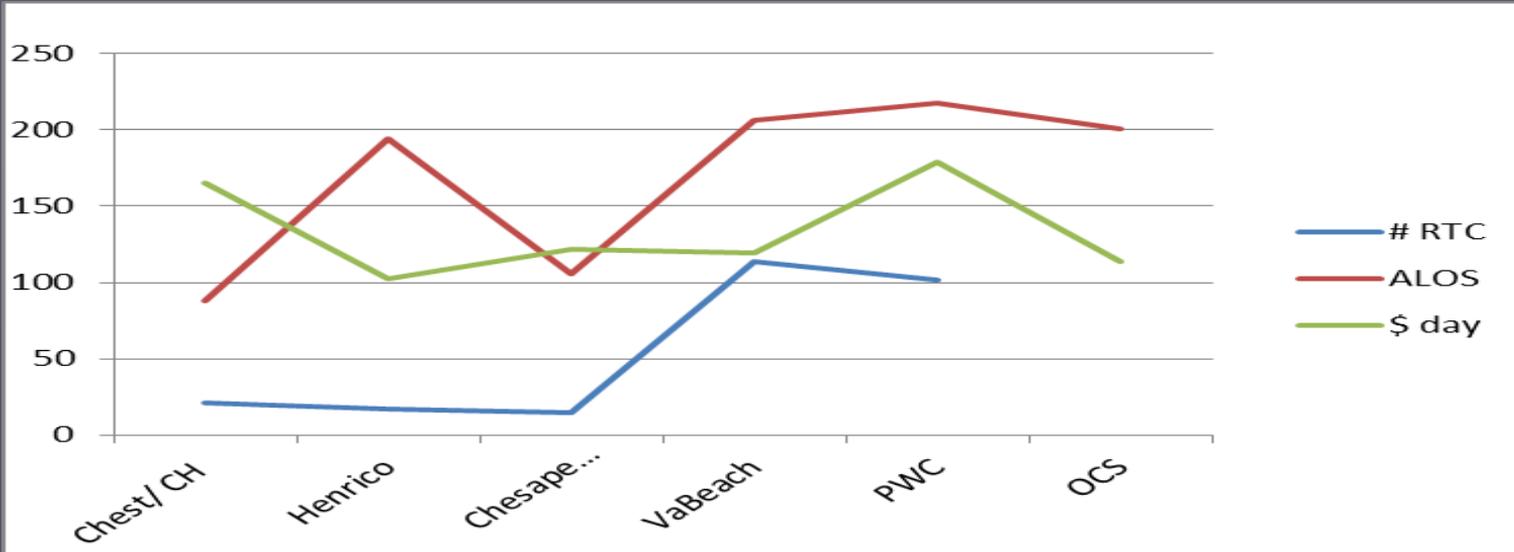
# HPO

1. What is High Performing for us?
2. How would we know if we were (measures)?
3. According to “*whom*” are we?
4. Why be High Performing?
5. Are we doing the right “*what?*”
6. How *good* are we at it?
7. How are treating each other and our customers?

## CSA Services by Mandate Type



# Comparative Data: Residential Services



# Strategies Cont.

## Structure CPMT meetings

- **Use of data- Tell story and ask “Is it helpful?”**
- **Effective use of time and resources**
  - ▶ **What is the purpose of meetings?**
  - ▶ **Are the right people at the table to support goals?**
  - ▶ **Are members invested in the process?**
- **Agency reports (examples)**

# COMPREHENSIVE SERVICES

## Community Policy and Management Team

**AGENDA:**  
*February 19, 2014*

**Mission:**

*To promote a comprehensive system of community-based care that strengthens families through facilitating collaborative efforts.*

**Vision:**

*To be champions for a system of care that drives community practices which promote healthy, productive families within our communities.*

- I. Welcome
- II. Approval of prescreened documents *via email*
  - a. Minutes from January 2014 CPMT meeting
  - b. January Monthly funding report
  - c. New case reviews (attached to agenda)
  - d. "Authorized funding" report on new and continuing cases
- III. Fiscal status
- IV. Current placements and services –(handout provided in email)
- V. Blue FAPT- (handout)
- VI. Strategic Planning
  - a. Court Services Unit- cultural awareness efforts/disproportional report
  - b. Case study
  - c. Next steps- combined FAPT/CPMT
- VII. Programmatic areas/needs- FAPT wait time & snow days
- VIII. Educational Services – update Mike Asip
- IX. State and local policies and legislation
  - a. New FAPT Member appointment- Colonial Heights
  - b. TFC standardizing levels- public comment
  - c. SPED Wrap funds
  - d. CANS
  - e. SOC grant update- capacity building
- X. Child Welfare – update Kiva Rogers
- XI. Other Items



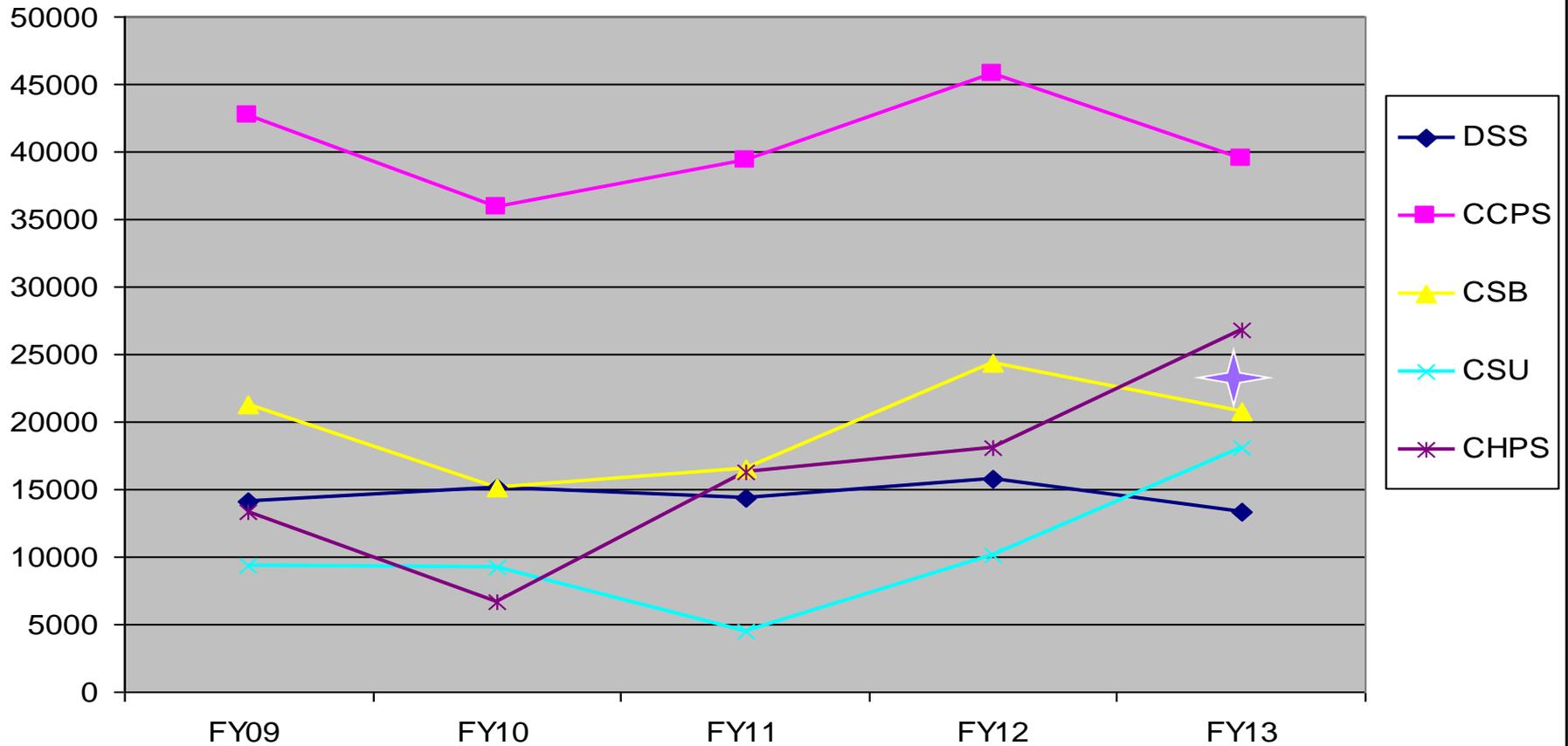
# Strategies Cont.

## **FAPT retreats**

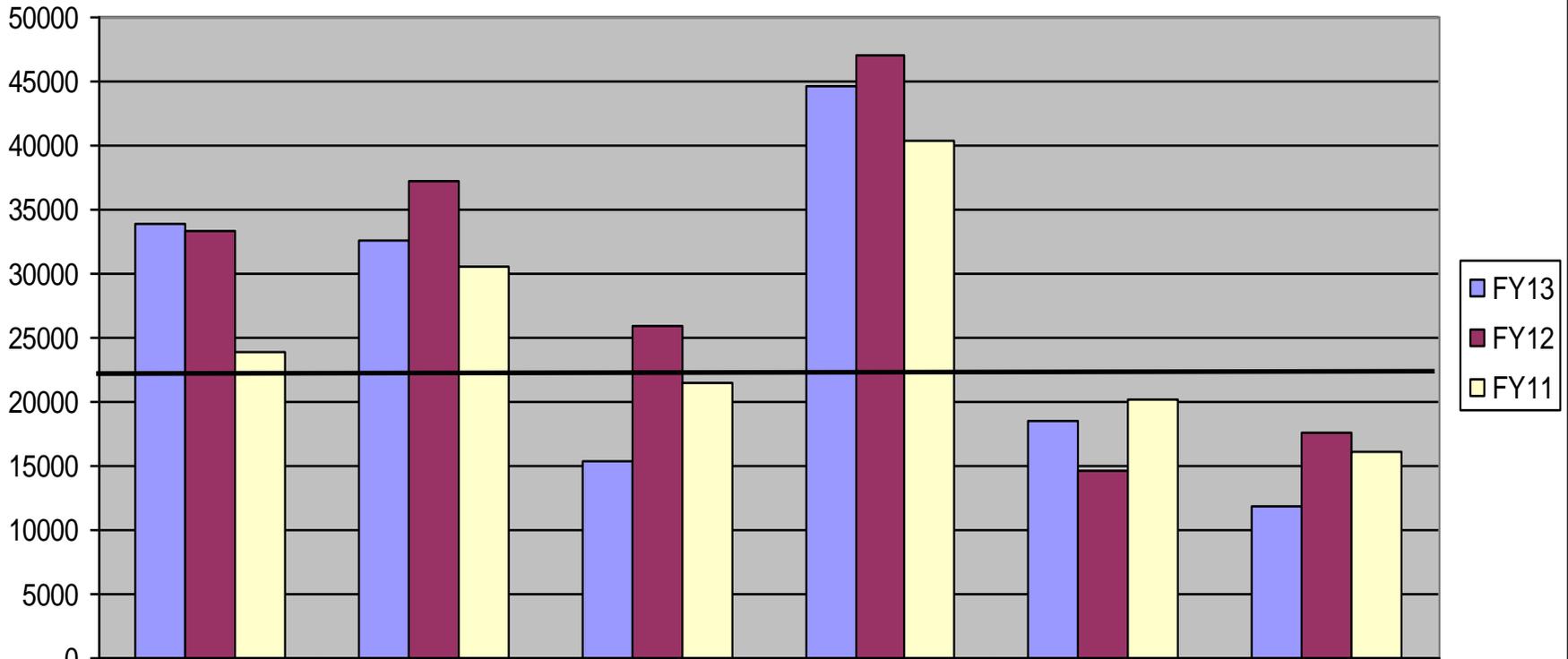
- Data
- Outcomes
- Team building
- Customer feedback
- Knowing resources

# Cost per child

## CSA Cost Per Child



# Team Average cost per case



	C.H.	Blue	Green	Pink	Yellow	Orange
FY13	33918	32526	15403	44689	18517	11849
FY12	33379	37143	25949	46983	14675	17507
FY11	23981	30536	21401	40461	20192	16130

# Family Feedback

## 251 Responses:

- ▶ 38% Residential services
- ▶ 29% Community based
- ▶ 18% Day school
- ▶ 4% Group home
- ▶ 4% TFC
- ▶ 3% Other
- ▶ 2% Foster home

**“How well is the communication from your Chesterfield or Colonial Heights local case manager?”**

**Families replied: 92% Good to Excellent**  
**(3% decrease)**

**“How well were you informed about the FAPT process?”**

**Families replied: 96% Good to Excellent**  
**(1% decrease)**

**“How much input did you have in the selection of service providers?”**

**Families replied: 91% Good to Excellent**  
**(2% decrease)**

**“How well is the provider meeting your child’s needs?”**

**Families replied:92% good to Excellent**  
**(3% decrease)**

**“Do you feel that your child/family is treated with respect and dignity?”**

**Families replied:98% good to Excellent**  
**(no change)**

**“How well did the FAPT use your child and family’s strengths in planning for services?”**

**Families replied:96% good to Excellent**  
**(no change)**

# Services

- ▶ 77 % of families reported that the current services where progress was made or the desired outcomes had been obtained. (9% decrease)
- ▶ 92% of families reported that they would either be very likely or absolutely recommend their current service provider to others. (2 % decrease)

# Questions?

